

Exhibit W



Employee Information

Job Details Overview	
Employee Name:	Tiffany Russell
Employee ID:	250021
Job Title:	Care Coordinator
Job Profile	211037 - Care Coordinator
Company:	Centene Management Company LLC
Employee Type:	Regular
Time Type:	Full time
Hire Date:	Sep 17, 2018
Original Hire Date:	Sep 17, 2018
Termination Date:	Mar 22, 2021
Years of Service:	2.51
Time in Position:	2.51
Work Email:	tiffany.s.russell@arkansastotalcare.com

Contact Information

Home Address	Home Phone Number	Work Address
4446 S Aaronfield Circle Benton, AR 72015 United States of America	[REDACTED] 8605	Various Various, AR 99999

Priority	Emergency Contact	Relationship	Preferred Language	Primary Contact Information	Alternate Contact Information
1	Harold Russell	Spouse	[REDACTED]	[REDACTED] 1165	

If no data populates - No Data Available

Compensation

Total Salary & Allowances	Total Base Pay	Currency	Frequency
43,248.92	43,248.92	USD	Annual

If no data populates - No Data Available

**Pay Change History**

Effective Date	Reason	Change Amount	Base Pay - Proposed
Jun 21, 2020	Merit > Merit > Base Increase	639.15	43,248.92
Jun 23, 2019	Merit > Merit > Base Increase	801.77	42,609.77
Sep 17, 2018	Hire Employee > Hire Employee > New Hire	41,808.00	41,808.00

If no data populates - No Data Available



Bonus & One Time Payments

Effective Date	Reason	Actual Amount
Feb 19, 2021	One-Time Payment > One-Time Payment > Key Contributor Award - Cash	10.00
Mar 27, 2020	One-Time Payment > One-Time Payment > Annual Bonus	1,448.00
Mar 29, 2019	One-Time Payment > One-Time Payment > Annual Bonus	291.00

If no data populates - No Data Available

Merit

Effective Date	Reason	Actual Amount	Change Amount	Total Salary Current

If no data populates - No Data Available

Job History

Effective Date:	Mar 23, 2021
Position:	P147571 Care Coordinator - Tiffany Russell (250021)
Process - Job Change Reason:	Terminate: Tiffany Russell (250021)
Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Supervisory Organization:	Spv., Medical Management (Non-Clinical) (Terrie Fain-Holloway (265742))
Company:	
Cost Center:	
Department ID:	
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Remote-AR (-10)
Scheduled Weekly Hours:	40

Effective Date:	Jun 9, 2019
Position:	P147571 Care Coordinator - Tiffany Russell (250021)
Process - Job Change Reason:	Data Change: Tiffany Russell (250021)
Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Supervisory Organization:	Spv., Medical Management (Non-Clinical) (Terrie Fain-Holloway (265742))
Company:	
Cost Center:	
Department ID:	
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Remote-AR (-10)
Scheduled Weekly Hours:	40

Effective Date:	May 19, 2019
Position:	P147571 Care Coordinator - Tiffany Russell (250021)
Process - Job Change Reason:	Data Change: Tiffany Russell (250021)



Job History

Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Supervisory Organization:	Supervisor, Medical Management (Lauren Grounds (262094) (Inherited)) (inactive)
Company:	
Cost Center:	
Department ID:	
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Remote-AR (-10)
Scheduled Weekly Hours:	40

Effective Date:	Sep 18, 2018
Position:	P147571 Care Coordinator - Tiffany Russell (250021)
Process - Job Change Reason:	Data Change: Tiffany Russell (250021)
Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Supervisory Organization:	Supervisor, Medical Management (Lauren Grounds (262094) (Inherited)) (inactive)
Company:	
Cost Center:	
Department ID:	
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40

Effective Date:	Sep 17, 2018
Position:	P147571 Care Coordinator - Tiffany Russell (250021)
Process - Job Change Reason:	Hire: Tiffany Russell (250021)
Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Supervisory Organization:	Supervisor, Care Coordination (Eugenia McCurrie (205890))
Company:	
Cost Center:	
Department ID:	
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40

If no data populates - No Data Available



Job Profile

Date:	Mar 23, 2021
Reason:	Terminate: Tiffany Russell (250021)
Job Profile:	Care Coordinator
Job Change Reason:	Terminate Employee > Involuntary > Work Performance/Behavior
Job Profile Name:	Care Coordinator
Job Code:	211037
Job Profile Summary/ Education/ Experience:	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p> <p>For PA Health & Wellness Plan: High school diploma or equivalent. 1+ years of experience working in a Managed Care Organization or Healthcare organization.</p> <p>For New Jersey: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients preferred.</p>
Management Level:	I5 Individual Contributor
Job Family:	Med Management Health Plans
Job Category:	Non-Officer
Job Classification:	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility:	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available
Date:	Jun 9, 2019
Reason:	Data Change: Tiffany Russell (250021)
Job Profile:	Care Coordinator
Job Change Reason:	Data Change > Transfer > Change Manager
Job Profile Name:	Care Coordinator
Job Code:	211037



Job Profile

Job Profile Summary/ Education/ Experience:	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p> <p>For PA Health & Wellness Plan: High school diploma or equivalent. 1+ years of experience working in a Managed Care Organization or Healthcare organization.</p>
Management Level:	15 Individual Contributor
Job Family:	Med Management Health Plans
Job Category:	Non-Officer
Job Classification:	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility:	Provide health education and coaching to members tailored to issues identified within treatment and service plans Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services Assist members with social determinants of health including access to exercise and healthy food Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management Coordinate community-based management of medication therapy
	If no data populates - No Data Available

Date:	May 19, 2019
Reason:	Data Change: Tiffany Russell (250021)
Job Profile:	Care Coordinator
Job Change Reason:	Data Change > Data Changes > Change Location
Job Profile Name:	Care Coordinator
Job Code:	211037
Job Profile Summary/ Education/ Experience:	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level:	15 Individual Contributor
Job Family:	Med Management Health Plans
Job Category:	Non-Officer



Job Profile

Job Classification:	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility:	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available

Date:	Sep 18, 2018
Reason:	Data Change: Tiffany Russell (250021)
Job Profile:	Care Coordinator
Job Change Reason:	Data Change > Transfer > Change Manager
Job Profile Name:	Care Coordinator
Job Code:	211037
Job Profile Summary/ Education/ Experience:	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level:	15 Individual Contributor
Job Family:	Med Management Health Plans
Job Category:	Non-Officer
Job Classification:	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility:	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available

Date:	Sep 17, 2018
Reason:	Hire: Tiffany Russell (250021)
Job Profile:	Care Coordinator
Job Change Reason:	Hire Employee > Hire Employee > New Hire
Job Profile Name:	Care Coordinator



Job Profile

Job Code:	211037
Job Profile Summary/ Education/ Experience:	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level:	15 Individual Contributor
Job Family:	Med Management Health Plans
Job Category:	Non-Officer
Job Classification:	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility:	Provide health education and coaching to members tailored to issues identified within treatment and service plans Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services Assist members with social determinants of health including access to exercise and healthy food Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management Coordinate community-based management of medication therapy
	If no data populates - No Data Available

**Job and Position History from Previous System**

JobHist Effective Date	Reason	Description
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If no data populates - No Data Available



Compensation History from Previous System

Effective Date	Reason	Amount	Frequency	Change Amount	Description
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If no data populates - No Data Available

Certifications

Certification Name	Certifier or Issuer	Issued Date	Expiration Date
Person Centered Thinking - The Learning Community for Person Centered Practices (TLCPCP)	The Learning Community for Person Centered Practices (TLCPCP)	Apr 11, 2019	Apr 11, 2021

If no data populates - No Data Available

Reviewed Documents

Document	Effective Date	Signature Type	Signer/s	Signature Date	Signature Statement
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If no data populates - No Data Available

Generated Documents

Document	Signature Type	Signer/s	Signature Date	Signature Statement
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If no data populates - No Data Available

Career Training

Training Name	Training Type	Completed On	Description
Inclusive and Responsible Workplace Learning for Individual Contributors	Web Based	Mar 17, 2021	<p>Centenes HR Compliance team, in partnership with the Diversity & Inclusion office and Centene University delivers the Inclusive and Responsible Workplace Learning to ensure employees have been exposed to best practices and policies to sustain an equitable workplace. Centene values diversity of thought and an inclusive working environment, and is committed to creating and maintaining a respectful workplace free of discrimination and harassment of any kind. Every Centene employee has a personal responsibility for maintaining an inclusive and responsible workplace culture.</p> <p>This learning enables employees to identify the following aspects of an inclusive workplace culture and implement these core values in their everyday work and interactions:</p> <ul style="list-style-type: none"> Understand your role in ensuring an inclusive and responsible workplace Avoid interactions that could put you or the organization at risk regarding harassment or discrimination Solve real-life situations through simulations and provide solution-based guidance



Career Training

Training Name	Training Type	Completed On	Description
Compliance: Privacy and Confidentiality Annual Learning	Web Based	Mar 17, 2021	<p>In this course, you will learn about how Centene Corporation has established policies and procedures designed to manage Confidential Information and prevent the inadvertent disclosure and misuse of such information.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Recognize key data privacy regulations. 2. Demonstrate how to safeguard and protect confidential information. 3. Describe your role in recognizing and reporting data privacy incidents.
PCT CM vILT - Participant Guide	Document Based	Mar 11, 2021	Person Centered Thinking Participant Guide
Person Centered Thinking - Moving to Support	Web Based	Mar 11, 2021	<p>This is the final segment of the Person Centered Thinking lecture series. It covers how to move from fixing to supporting.</p> <p>Upon completion of this lecture, you will be able to define the difference between fixing and supporting a person, support a person to find purpose and meaning in their life, conduct a meaningful conversation to discover better information about a person, and identify and reflect on your own personal biases.</p>
Person Centered Thinking - Promoting Positive Control	Web Based	Mar 11, 2021	<p><p>This is the third video of the Person Centered Thinking Refresher series.</p></p> <p><p>Objectives:</p></p> <p><p>&nbsp;After completing this lecture, you will be able to:</p></p> <ul style="list-style-type: none"> Describe power over and power with environments.&nbsp; Explain how boundaries are imposed on choice for all.&nbsp; Empower other to make informed choices.
Person Centered Thinking - Core Concepts	Web Based	Mar 10, 2021	<p><p>This is the second video of the Person Centered Thinking Refresher series.</p></p> <p><p>Objectives:</p></p> <p><p>&nbsp;After completing this lecture, you will be able to:</p></p> <ul style="list-style-type: none"> Define what is important to a person and what is important for a person.&nbsp; Connect what is important for a person to what is important to a person to support a better balance between them. &nbsp; Explain how Person Centered Thinking is for all
Person Centered Thinking - Overview	Web Based	Mar 10, 2021	<p>This video provides an overview of Person Centered Thinking. It is the first video in the series.</p>
PCT Lecture Series - Part 1- Participant Guide	Document Based	Mar 10, 2021	Person Centered Thinking Participant Guide
ARTC: CM Referrals Training	Classroom	Feb 25, 2021	This training is for Arkansas Total Care Care Coordinators and will discuss Case Manager (CM) Referrals in TruCare.



Career Training

Training Name	Training Type	Completed On	Description
Centene SECURE: Outwitting Internet Phishers	Web Based	Feb 11, 2021	<p>Because today's computers and networks are heavily defended from a direct assault, hackers are now much more likely target end-users when trying to break in. If hackers can trick you into divulging your username and password or inadvertently infecting your computer with malicious software, they can use your computer as a launching point to further penetrate your organization's network. This HTML5-based, iPad-compatible course uses high-quality video and real-world simulations to teach best practices for recognizing and preventing phishing attacks. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com.</p>
Setting Team and Employee Goals Using SMART Methodology	Web Based	Feb 5, 2021	Employee goals should be driven by the organization's needswhether it's to cut costs, drive revenue, or build skillsand keep employees motivated to succeed. Mike Figliuolo, managing director of thoughtLEADERS, helps you set employee goals that are SMART: specific, measurable, achievable, relevant, and time-bound. Using the SMART framework, he shows you how to develop goals that are achievable and appropriate to your employees' roles. Mike walks you through bottom-up, zero-based, commit, and stretch goals. He also helps you use goals to change behaviors, build new skills among employees, and make goals actionable with incentives. He concludes with a comprehensive plan for setting and implementing goals, and tips on dealing with challenges such as conflicting goals.
Unconscious Bias	Web Based	Feb 1, 2021	We're all biased. Our experiences shape who we are, and our race, ethnicity, gender, height, weight, sexual orientation, place of birth, and other factors impact the lens with which we view the world. In this course, diversity expert Stacey Gordon helps you recognize and acknowledge your own biases so that you can identify them when making decisions, and prevent yourself from making calls based on a biased viewpoint. Stacey explains some of the most common forms that a bias takes: affinity bias, halo bias, perception bias, and confirmation bias. She helps you recognize the negative effects of bias within your organization, as well as the benefits to be realized by uncovering bias in decision-making processes. Finally, she outlines strategies for overcoming personal and organizational bias.
WellCare: myLRN-Clinical Services-Community Health Worker	Document Based	Feb 1, 2021	A Learning Roadmap is a comprehensive training plan created for your specific department and role. This Learning Roadmap applies to the following job titles: Community Health Worker,Community Outrch Ovrst Coord
Community Health: Conflict Resolution Module	Web Based	Dec 17, 2020	
Module 02-Customer Service Self Reading 2	Document Based	Dec 17, 2020	What is the "Patient Experience"?
Module 02-Customer Service Self Reading 1	Document Based	Dec 17, 2020	The Silver Lining of Customer Problems
Module 02-Customer Service Video 4	Web Based	Dec 17, 2020	The Next Revolution in Health Care? Empathy
Module 02-Customer Service Video 3	Web Based	Dec 17, 2020	TEDxMaastricht-Fred Lee-'Patient Satisfaction on Patient Experience?'
Module 02-Customer Service Video 2	Web Based	Dec 17, 2020	Creating an Unmatched Customer Experience



Career Training

Training Name	Training Type	Completed On	Description
Module 02-Customer Service Video 1	Web Based	Dec 17, 2020	Essentials For Creating a Differentiated Customer Experience
CHW 2017: Customer Service Assessment	Document Based	Dec 17, 2020	
Community Health: Customer Service Module	Web Based	Dec 17, 2020	
Module 01-Community Health Training Self Reading	Document Based	Dec 17, 2020	The C3 Project: Understanding Scope and Competencies: A Contemporary Look at the United States Community Health Worker Field: BUILDING NATIONAL CONSENSUS ON CHW CORE ROLES, SKILLS, AND QUALITIES
Module 01-Community Health Training Video 4	Web Based	Dec 17, 2020	Making the Business Case: Community Health Investments Yield Results
Module 01-Community Health Training	Web Based	Dec 17, 2020	Making the Business Case: Community Health Workers Bridge Health Care Gap
Module 01-Community Health Training Video 2	Web Based	Dec 17, 2020	Filling the Gap with Community Health Workers
Module 01-Community Health Training Video 1	Web Based	Dec 17, 2020	Can Ordinary Citizens Help Fill Gaps In U.S. Health Care?
CHTraining 2017: Community Health Worker	Document Based	Dec 17, 2020	
Compliance: Conflict of Interest and Gifts Annual Learning	Web Based	Dec 2, 2020	<p>COI and Gifts Learning Objectives: 1. Identify conflicts 2. Explain disclosure process 3. Understand when to disclose</p>
HR Workday - Set Your Goals	Web Based	Nov 13, 2020	This video provides a guide to setting goals in Workday.
Centene Physical Security: What We All Need To Know_Annual Learning	Web Based	Nov 12, 2020	Upon completion of this training you will: Recall the roles and services provided by Centene Corporate Physical Security and identify where to get the help you need. Explain physical security policies and why they are vital to the success, safety and security of the company. Recall the badge process and how to request changes to access levels. Describe the options for reporting emergencies, threats or other security concerns.
Remote Employee HIPAA Desk Audit Attestation & Agreement	Document Based	Nov 2, 2020	An attestation for all Arkansas Health and Wellness, Arkansas Total Care, and QualCoice employees to agree to comply with Remote employee HIPAA policy. Learning Objectives: 1.Read and agree with remote employee HIPAA policy. 2.Comply with remote employee HIPAA policy. 3.Recall criteria for compliance of the remote employee HIPAA policy.
Compliance: General Compliance and Code of Conduct Annual Learning	Web Based	Nov 2, 2020	This course will introduce employees to the Code of Conduct and topics that will guide them to uphold the Companys policy of conducting itself in an ethical manner. The learning will share Compliance resources and reiterate that all employees have an obligation to immediately report anything that may be a questionable practice Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporations Code of Conduct Policy (CC.COMP.00).



Career Training

Training Name	Training Type	Completed On	Description
General Compliance Training Medicare Parts C and D	Web Based	Oct 23, 2020	This course is to satisfy CMS mandated General Compliance Training
TruCare 8.0 Upgrade: Core Fundamentals Part B	Classroom	Sep 30, 2020	This virtual instructor-led event is intended for TruCare Classic end users. This session is not intended for TruCare Cloud end users. This session will include topics on basic, system navigation. This session is a continuation of TruCare 8.0 Upgrade: Core Fundamentals Part A. Please do not take this course until you have completed Part A.
TruCare 8.0 Upgrade: Core Fundamentals Part B	Classroom	Sep 30, 2020	This virtual instructor-led event is intended for TruCare Classic end users. This session is not intended for TruCare Cloud end users. This session will include topics on basic, system navigation. This session is a continuation of TruCare 8.0 Upgrade: Core Fundamentals Part A. Please do not take this course until you have completed Part A.
TruCare 8.0 Upgrade: Core Fundamentals Part B Attestation	Document Based	Sep 22, 2020	This attestation is intended for TruCare Classic end users (i.e., this attestation is not intended for TruCare Cloud end users). This is an attestation for TruCare Classic end users to confirm that they have attended the TruCare 8.0 Upgrade: Core Fundamentals Part B virtual instructor-led sessions.
APEX: Propelling Centene Forward Customer Centricity Tools	Blended	Sep 22, 2020	This episode in your APEX: Propelling Centene Forward digital learning experience will enhance your customer-centric mindset by showing you how to put the tools of design thinking into practice with your customers.
Customer Journey Maps and Problem Statements	Web Based	Sep 22, 2020	<p>The entry in the APEX: Propelling Centene Forward Customer Centricity Tools curriculum introduces the learner to the following design thinking tools: customer journey maps and problem statements.</p>
Empathy Maps	Web Based	Sep 22, 2020	<p>The entry in the APEX: Propelling Centene Forward Customer Centricity Tools curriculum introduces the learner to the following design thinking tool: empathy maps.</p>
Customer Interviews and Personas	Web Based	Sep 22, 2020	<p>The entry in the APEX: Propelling Centene Forward Customer Centricity Tools curriculum introduces the learner to the following design thinking tools: customer interviews and personas.</p>
Get Connected From Home - Corporate Owned Devices	Web Based	Sep 22, 2020	Learn how to get connected to the Centene Network using a corporate owned device.
TruCare 8.0 Upgrade Core A Makeup Session	Web Based	Sep 16, 2020	
APEX: Propelling Centene Forward Resilience & Perseverance	Blended	Sep 9, 2020	<p> This episode in your APEX: Propelling Centene Forward digital learning experience will empower you to overcome obstacles and turn adversity into opportunity both at work, and at home. </p>
LEAD Sequence	Web Based	Sep 9, 2020	Lead, Sequence, Resilience, Perseverance, APEX,
CORE Dimensions	Web Based	Sep 9, 2020	CORE, Dimensions, Resilience, Perseverance, APEX
Adversity Quotient	Web Based	Sep 9, 2020	<p>APEX, Adversity Quotient, Resilience, Perseverance</p>



Career Training

Training Name	Training Type	Completed On	Description
TruCare 8.0 Navigating the Member Record	Web Based	Aug 26, 2020	*THIS COURSE MUST BE COMPLETED IN GOOGLE CHROME* Viewing in any other browser may cause errors with the module. This course is a high level overview of how to navigate and basic information about the TruCare 8.0 Member Record Navigation. Centene has customized TruCare 8.0 to fit our needs and there may be some slight differences in our Production environment from what is contained in this eLearning.
TruCare 8.0 Menu Bar	Web Based	Aug 26, 2020	*THIS COURSE MUST BE COMPLETED IN GOOGLE CHROME* Viewing in any other browser may cause errors with the module. This course is a high level overview of how to navigate and basic information about the TruCare 8.0 Menu Bar. Centene has customized TruCare 8.0 to fit our needs and there may be some slight differences in our Production environment from what is contained in this eLearning.
Compliance: Privacy and Confidentiality Learning	Web Based	Mar 31, 2020	This mandatory course will assist employees in complying with applicable privacy rules, regulations and requirements. The course will also help employees apply concepts to their role. The course will cover defining the term data privacy, recognizing key data privacy regulations, demonstrate how to safeguard and protect confidential information and describe your role in recognizing and reporting data privacy incidents.
PCT 4th Quarter Post-Test Case Study	Document Based	Mar 30, 2020	Read this case study to answer the questions on the PCT 4th Quarter Post Test
Inclusive and Responsible Workplace Learning for Employees	Web Based	Feb 7, 2020	<p>Inclusive and Responsible Workplace Learning for Employees</p>
Compliance: Administrative Firewalls Learning	Web Based	Dec 30, 2019	<p>Centene Corporation has established policies, procedures, and technical safeguards (collectively Administrative Firewalls) designed to manage Confidential Information and prevent the inadvertent disclosure and misuse of such information within the Company.</p>
PCT 2nd Quarter Post-Test Case Study	Document Based	Oct 16, 2019	Read this case study to answer the PCT 2nd Quarter Post-Test Learning Assignment.
Compliance: Fraud, Waste, and Abuse Annual Learning	Web Based	Oct 16, 2019	<p>This course is designed to help employees to meet their Fraud, Waste, and Abuse annual training requirement.</p>
Centene SECURE: Security Awareness Essentials Test-Out	Web Based	Aug 19, 2019	<p>This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information security threats. While it is designed to cover all of the essential topics, such as, password management, identity theft, malware, social engineering, phishing, spear phishing, physical security, Business Email Compromise (BEC), travel safety, mobile data, privacy and acceptable use, this course is adaptive which means you can test out of sections for topics you already know well with an exam at the beginning of the course. Course Duration: 10-40 mins. depending on Information Security knowledge. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com.</p>
PCT 2nd Quarter Test	Document Based	Aug 19, 2019	This test is designed to determine if classroom learning has been retained and if skills are being used in the field.



Career Training

Training Name	Training Type	Completed On	Description
Compliance: General Compliance & Business Ethics Training	Web Based	Jul 18, 2019	This course will help employees understand compliance requirements and apply related concepts in their daily roles. The training will reiterate that all employees have an obligation to immediately report anything that may be a questionable practice. Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporation's Business Ethics & Code of Conduct Policy.
APEX: Igniting Leadership Talent Multiplier	Web Based	Jul 18, 2019	<p>In this course, you will explore Centene's leadership model pillar Talent Multiplier , which includes building a personalized leadership action plan to ensure your continued success in being a Talent Multiplier Leader.</p>
ARTC: Care Coordinator Training	Classroom	Jun 26, 2019	Two-day refresher training for Care Coordinators with Arkansas Total Care. During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.
ARTC: Care Coordinator Training	Classroom	Jun 26, 2019	Two-day refresher training for Care Coordinators with Arkansas Total Care. During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.
ARTC: Care Coordinator Training	Classroom	May 15, 2019	Two-day refresher training for Care Coordinators with Arkansas Total Care. During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.
Person Centered Thinking (PCT)	Classroom	Apr 29, 2019	PCT is a fundamental training offered to provide participants with the basic knowledge on how to facilitate the use of PCT skills to discover what is important to and important for and finding the balance needed to best support them in achieving their desired outcomes.
Person Centered Thinking (PCT)	Classroom	Apr 29, 2019	PCT is a fundamental training offered to provide participants with the basic knowledge on how to facilitate the use of PCT skills to discover what is important to and important for and finding the balance needed to best support them in achieving their desired outcomes.
Cornerstone: End User Skills	Web Based	Apr 29, 2019	This course prepares you with the skills to take full advantage of the Cornerstone OnDemand (CSOD) Learning Management System (LMS) and should take about 35 minutes to complete as it includes a timed 20 min test.
Centene: Your Development	Blended	Apr 29, 2019	<p>This curriculum comprises module three of the Welcome to Centene new hire orientation series focusing on professional development software and skills such as:</p><p>Workday</p><p>Cornerstone OnDemand</p><p>Interpersonal Communication</p>
Workday: Contact Information	Document Based	Apr 29, 2019	This Workday quick guide provides instructions for maintaining and modifying: contact information, personal information, emergency contact information, photos, and legal and preferred names. This information is maintained in the Workday Personal Information worklet. Employees are responsible for keeping their information current. If printing, it is best printed in landscape orientation. Saving Workday printed materials is not recommended since the materials are subject to change with Workday updates.



Career Training

Training Name	Training Type	Completed On	Description
Centene: Your Development Introduction by Shannon Bagley	Web Based	Apr 29, 2019	Shannon Bagley, Senior Vice President, Human Resources introduces you to Module three of the Welcome to Centene series.
APEX: Igniting Leadership Principled Agility	Web Based	Apr 29, 2019	<p>In this module you will explore Centene's leadership model pillar Principled Agility building a personalized leadership action plan to ensure your continued success in being a Principled Agility Leader. </p>
Compliance: Privacy and Confidentiality Training	Web Based	Apr 23, 2019	This mandatory training course will assist employees in complying with applicable privacy rules, regulations and requirements. The course will also help employees apply concepts to their role. The course will cover defining the term data privacy, recognizing key data privacy regulations, demonstrate how to safeguard and protect confidential information and describe your role in recognizing and reporting data privacy incidents.
Cornerstone: How to Assign Training to Direct Reports - Managers	Document Based	Mar 25, 2019	This document will show managers how to assign training to their direct and indirect reports.
Email Retention Training 2.0	Web Based	Mar 25, 2019	Upon completion of the course, participants will be able to: Locate Email Retention Policy Identify which email to retain and how long; and demonstrate how properly retain email
Customer Service Skills: Quick Tips - Promoting Web Options	Web Based	Mar 25, 2019	A quick guide on how call center agents can promote web options over the phone. There is no audio with this module.
Customer Service Skills: Quick Tips - Thanking the Caller	Web Based	Mar 25, 2019	A quick guide on how call center agents can better thank the caller. There is no audio with this module.
Customer Service Skills: Quick Tips - HIPAA Verification	Web Based	Mar 22, 2019	An overview of the HIPAA verification process for call center agents. There is no audio with this module.
Customer Service Skills: Quick Tips - Displaying a Willingness to Assist	Web Based	Mar 22, 2019	This course is a quick guide on the how and why to display a willingness to assist. There is no audio with this module.
Customer Service Skills: Quick Tips - Expressing Empathy	Web Based	Mar 22, 2019	This module is a quick guide on how call center agents can better express empathy to callers. There is no audio with this module.
Centene Chat: Introducing Chat Option for Members - Procedures and Best Practices	Web Based	Mar 22, 2019	Introduction to chat, procedures and best practices
Customer Service Skills: Quick Tips - Verifying Primary Care Physicians (PCP)	Web Based	Mar 22, 2019	This is a quick course on the importance of verifying callers' primary care providers.
APEX: Igniting Leadership Results-Oriented	Web Based	Mar 22, 2019	<p>In this course, you will explore Centene's leadership model pillar Results-Oriented, which includes building a personalized leadership action plan to ensure your continued success in being a Results-Oriented Leader. </p>



Career Training

Training Name	Training Type	Completed On	Description
Centene SECURE: Outwitting Internet Phishers	Web Based	Mar 1, 2019	Because today's computers and networks are heavily defended from a direct assault, hackers are now much more likely target end-users when trying to break in. If hackers can trick you into divulging your username and password or inadvertently infecting your computer with malicious software, they can use your computer as a launching point to further penetrate your organization's network. This HTML5-based, iPad-compatible course uses high-quality video and real-world simulations to teach best practices for recognizing and preventing phishing attacks. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com . Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com
Inclusive and Responsible Workplace Training	Web Based	Feb 10, 2019	Inclusive and Responsible Workplace Training
Compliance: Gifts, the Workplace, and You Training	Web Based	Dec 18, 2018	The purpose of this training course is to assist you in becoming more familiar with applicable policies and procedures regarding giving and receiving gifts in the workplace. Our compliance with these policies and procedures helps reduce risk to the Company and protects our business integrity.
Administrative Firewalls Training Final V3	Web Based	Dec 18, 2018	Centene Corporation has established policies, procedures, and safeguards designed to manage the confidential Information of external customers and prevent the inadvertent disclosure or misuse of such information. This course will help you to understand the administrative firewalls designed to protect confidential information, recognize your role and responsibility in safeguarding this information, and identify the procedures for reporting known or suspected breaches of confidential information within Centene.
Compliance: Fraud, Waste and Abuse Annual Training	Web Based	Oct 30, 2018	Compliance: Fraud, Waste and Abuse Annual Training
Compliance: General Compliance and Business Ethics Training	Web Based	Oct 30, 2018	This course will help employees understand compliance requirements and apply related concepts in their daily roles. The training will reiterate that all employees have an obligation to immediately report anything that may be a questionable practice. Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporation's Business Ethics & Conduct Policy.
Email Retention Policy Overview	Web Based	Oct 22, 2018	This course is designed to provide an overview of Centene's Email Retention Policy, as well as how to properly retain email in accordance with company policy.
Records and Information Management Training 2.0	Web Based	Oct 18, 2018	This course will provide an overview of records management and show you how to tell the difference in records from non-records. This course is intended for all employees both regular and contingent.
Medical Management: Department Overview - Part 2	Web Based	Oct 11, 2018	This course is intended for all departments and is designed to provide an overview of Case Management and Disease Management at Centene.



Career Training

Training Name	Training Type	Completed On	Description
Centene SECURE: Security Awareness Essentials	Web Based	Sep 19, 2018	This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information security threats. It is designed to cover all of the essential topics in approximately 35-40 minutes, such as, password management, identity theft, malware, social engineering, phishing, spear phishing, physical security, Business Email Compromise (BEC), Internet of Things (IoT), travel safety, mobile data, privacy and acceptable use. Course Duration: 35-40 mins
Concur Expense Report User Guide	Document Based	Sep 19, 2018	This document contains instructions on how to complete an expense report and other basic functionality of the Concur Expense system.
Medicare 201	Document Based	Sep 19, 2018	Overview of Medicare-Medicaid Plans and Dual Special Needs Plans
Compliance: Privacy and Confidentiality Training	Web Based	Sep 19, 2018	The mandatory training will assist employees in complying with applicable requirements and applying concepts in their role. The course will cover: -The definition of the term privacy; -The laws that govern privacy; -The concept of confidentiality; -How to safeguard and protect sensitive information; and -Your role in reporting a privacy or security incident.
2018 Benefit Enrollment	Web Based	Sep 19, 2018	
Compliance: Conflict of Interest Training Course	Web Based	Sep 17, 2018	
Diversity, Inclusion and You	Web Based	Sep 17, 2018	A cultural diversity course.

If no data populates - No Data Available

Performance Review - Completed

Review Category	Review Category	Start Date	End Date	Overall Rating - Manager
Disciplinary Action	Performance Improvement (PIP)	Dec 18, 2020	Feb 18, 2021	
Disciplinary Action	Performance Improvement (PIP)	Mar 10, 2020	Jun 30, 2020	
Performance Review	2020 Performance Review	Jan 1, 2020	Dec 31, 2020	DM – Does Not Meet Expectations
Disciplinary Action	Performance Improvement (PIP)	Aug 15, 2019	Oct 15, 2019	
Performance Review	2019 Performance Review	Jan 1, 2019	Dec 31, 2019	PM – Partially Meets Expectations
Performance Review	2018 Performance Review	Jan 1, 2018	Dec 31, 2018	Valued Performer

If no data populates - No Data Available

Disciplinary Action

	Performance Improvement (PIP)
Performance (United States of America)	Review - Start Date
	Dec 18, 2020
	Review - End Date
	Feb 18, 2021
Manager Acknowledgement	Employee Acknowledgement
Comment	Comment



Disciplinary Action

Entered By	Entered By
Terrie Fain-Holloway (265742)	Tiffany Russell (250021)
Date Initiated	Date Initiated
Dec 24, 2020 10:01 PM	Dec 18, 2020 12:22 PM
Overview	Overview
The following have been identified as gaps in your performance:	You are expected to meet the requirements of this Performance Improvement Plan and consistently maintain performance at an acceptable level on an ongoing basis. Failure to do so may result in further disciplinary action up to and including termination of employment. The following standards are expected of you in the future:



Disciplinary Action

This PIP summarizes our previous conversation regarding your professional behavior and overall work performance. We have discussed your professional behavior and performance on multiple occasions via email and coaching sessions.

You have consistently failed to meet the following expectations:

1. Departmental goals for monthly contacts (MC) of 75% by the 15th of the month
2. PCSP Plan Conversion (PCSP) of 90% of greater.
3. Failure to utilize WebClock for clocking in and out daily
4. Consistently fail to meet deadlines and complete required trainings.

Monthly Contacts

In October your caseload was reduced to 35 members. Your October MC quality score was 31% and PCSP quality score was 0%.

On November 16th an action plan was given by leadership to help improve the following quality scores MC (14%) and PCSP (0%).

On November 23rd, you fail to meet the requirements of this action plan and ended the month of November with a quality score of 42% for MC and 0% for PCSP. Your quality score for PCSP is 0% and MC quality score is 40%.

PCSP Plan Conversion

On November 30th, you submitted a corrective action plan to complete 30 PCSPs by December 18th.

As of December 16th, you fail to meet the requirements of your action plan.

Poor Utilization of WebClock

On December 7th, leadership was unable to approve your timesheets due to exceptions for November 24th. Your timesheet showed 8 hours of leave and 7 hours of clocked time. On December 17th, you were advised working off the clock was a violation of policy.

Failure to Meet Deadlines

On November 11th, 12th and 23rd you were advised to follow-up on past due Centene University trainings and special work project (DHS Retro file review).

Tiffany, your overall professional behavior and performance must improve. Specifically, you must complete PCSP Plan Conversion goal by December 31st. Your quality metric score for monthly contact must improve to 75% by the 15th of each month and must be sustain. You must follow all departmental rules and corporate policies related to time keeping and deadlines. Failure to meet the required standards may result in termination of your employment

Tiffany, in order to achieve immediate and sustained improvements, the following action plan was developed to assist you in meeting the critical goals necessary for your performance improvement plan. Follow leadership guidance: Apply tips and feedback given by leadership to improve quality and performance

Review failing and passing quality scores to determine trends

Review ARTC Member Contact Assessment and ARTC PCSP Assessment guide as a refresher

Offer feedback, input and suggestions on how to best help you complete a task

Respond to emails, phone calls and deadline in timely manner

Review timekeeping and attendance policies

Monthly Contacts-MC

Frontload calls the first week of each month- attempt to call members within one week to allow time to follow-up with member unable to reach

Reach 75% by the 15th of each month

Reattempt any "unsuccessful" contacts or newly added by the 15th or as soon as possible

Must achieve monthly contacts by January 15th, 2021

Person Centered Service Plans Conversions-PCSP

Complete at least 5 PCSP Plan Conversion each day before December 31st

December 18th – 5 or more plans

December 21st -5 or more plans

December 22nd – 5 or more plans

December 23rd- 5 or more plans

December 28th- 5 or more plans

December 29th- 5 or more plans

December 30th- 5 or more plans

As always, I am available should you have questions or need further guidance. We will plan to meet as a follow-up to this plan bi-weekly on Fridays in order to gauge your progress.

	Performance Improvement (PIP)
Performance (United States of America)	Review - Start Date



Disciplinary Action

	Mar 10, 2020
	Review - End Date
	Jun 30, 2020
Manager Acknowledgement	Employee Acknowledgement
Comment	Comment
	I, Tiffany Russell agree to the terms of this agreement. I will work diligently to improve and maintain satisfactory job performance.
Entered By	Entered By
Terrie Fain-Holloway (265742)	Tiffany Russell (250021)
Date Initiated	Date Initiated
Mar 13, 2020 12:59 PM	Mar 13, 2020 9:05 AM
Overview	Overview
The following have been identified as gaps in your performance:	You are expected to meet the requirements of this Performance Improvement Plan and consistently maintain performance at an acceptable level on an ongoing basis. Failure to do so may result in further disciplinary action up to and including termination of employment. The following standards are expected of you in the future:
This PIP summarizes our conversation on February 21, 2020 regarding your performance related to quality metric scores. We have discussed your quality scores previously during our one-on-one coaching meetings on November 8th and 22nd, December 5th, January 10th, February 17th and 21st. You have missed your goal of 75% for face-to-face (F2F) visits and 90% for service plans (PCSP) the last four months:	Tiffany, in order to achieve immediate and sustained improvements, the following action plan was developed to assist you in meeting the critical goals necessary for your performance improvement plan. Apply tips and feedback given by leadership to improve quality Clearly and concisely document each call as outlined in AR Care Coordination V2 note Review failing and passing scores to determine trends
December F2F 33.33% PCSP 14.58%	Quarterly F2F
January F2F 9.38% PCSP 15.63%	Attempt to reach 25% of membership by each month 50% of member with a F2F visits by the end of second month of quarter (May)
February F2F 32.35% PCSP 17.65%	75% or greater by the end of quarter (June)
March F2F 35.29% PCSP 20.29%	Service Plans At or above 50% by the end of March- March 31st At or above 60% by the end of the first week of April- April 6th At or above 70% by the end of the second week of April- April 13th At or above 80% by the end of the third week of April- April 20th At or above 90% by the end of April- April 30th
Your performance must improve. Specifically, your quality metric scores must improve to the required 75% for quarterly face to face by June 30, 2020, 90% for service plans by April 30, 2020 and then you must sustain that improvement. Failure to meet the required standards may result in termination of your employment.	As always, I am available should you have questions or need further guidance. We will plan to meet as a follow-up to this plan bi-weekly on Tuesdays in order to gauge your progress.
	Performance Improvement (PIP)
Performance (United States of America)	Review - Start Date
	Aug 15, 2019
	Review - End Date
	Oct 15, 2019
Manager Acknowledgement	Employee Acknowledgement



Disciplinary Action

Comment	Comment
	I Tiffany Russell would like to apologize for my actions during the trainee's tour of our floor. I was joking and would never want to encourage anyone doing this job that I love so dearly. I take my position seriously. That will not happen again! As far as my job performance, I will improve that and correct each member's notes and thoroughly check them to make sure they are accurate. I look forward to any and all assistance offered to help me perform better at ARTC. Yours Truly, Tiffany Russell
Entered By Terrie Fain-Holloway (265742)	Entered By Tiffany Russell (250021)
Date Initiated Aug 22, 2019 1:30 PM	Date Initiated Aug 22, 2019 8:42 AM
Overview The following have been identified as gaps in your performance:	Overview You are expected to meet the requirements of this Performance Improvement Plan and consistently maintain performance at an acceptable level on an ongoing basis. Failure to do so may result in further disciplinary action up to and including termination of employment. The following standards are expected of you in the future:
The following gaps have been identified in your performance: Manager Evaluation This PIP summarizes your overall work performance and documentation of monthly visits. On August 2nd, you copied and pasted a member's personal health information in several other member's casefile. There were other casefiles from this date that had a blank template for a note that fail to include any specific details of a member's visit. The Compliance department followed up with no evidence of fraud and recommend the Operation Department follow up for quality concerns. On August 14th, five additional member's casefiles were randomly selected for audit on quality. All five casefiles showed you failed to make monthly contact or fail to documentation any member interaction since March 2019 or June 2019. For the month of July, your overall performance metric was 38%. You failed to contact 32 members on your caseload. As of August 12th, you have completed only 6.35% of your monthly contacts. On August 19th, another supervisor reported you held a piece of paper up that read "Get out Now" to the new care coordinators during their building tour. When I walked over to your desk to address this situation you admit you held the paper up.	Manager Evaluation Tiffany, you are expected to improve your performance and professional conduct, and produce result oriented and purpose driven work over the next 60 days. Your conduct must be tactful, courtesy and professional at all time. It is recommended that you review the AR Care Coordination V2 Note PowerPoint on SharePoint and the Business Ethics and Code of Conducts policy on CNet. Once you have review this PowerPoint and policy, send an email acknowledging you understand its content. Also, you are expected to make contact with all assigned members on your caseload and document your efforts in TruCare. You must accurately document each member's visit in the appropriate member's casefile within 24 hours of visit. No copying and pasting of notes is allowed. In the event, you are unable to document a note within 24 hours please inform your supervisor. In addition, you must submit your member interaction roster to your supervisor every Friday, submit PCSP Service plan for review within five days of a service plan meeting and maintain a performance metric above 60% on the productivity dashboard. I will work closely with you to help ensure you are focus on producing result-oriented and purpose-driven work performance. We will plan to meet as a follow up to this Plan bi-weekly on Thursdays in order to gauge your progress.

If no data populates - No Data Available